

Employee Center Pro

Upgrade your Service Portal to Employee Center Pro

Sören Schlicht

Solution Consultant – Employee Workflows

Lukas Renner

Solution Consultant – Employee Workflows

Confusing application switching experiences drive inefficiencies

Only **33%** of employees say the technology they use is proactive, empowering, and easy

On average employee use **28** different apps, toggling between apps 10 times every hour

Resulting in **5 hours** of productivity lost every week and almost 32 days of workplace productivity



How can we help?

How can we help?



Request Something

Browse the catalog for services and items you need



Knowledge Base

Browse and search for articles, rate or submit feedback



Get Help

Contact support to make a request, or report a problem



Community

Community-sourced answers to your questions

Current Status

Popular Questions

My Approvals

Welcome to your hybrid workplace

Hybrid work is the new normal, and we are ready to help you get the most out of it. We...

[Learn more](#)[Giving back to community](#)[Welcome to your hybrid workplace](#)[We are hiring!](#)[Laptop refresh!](#)

How can we help?

12

Popular topics



Hardware



Benefits



Software



Outsourcing



Career Development



Education Reimbursement



Travel and Relocation



Network Issues

My active items

3

Tasks

[My CRM...](#)[Purchases](#)[Requests](#)[Survey](#)[Today's R...](#)[Action R...](#)

My open requests

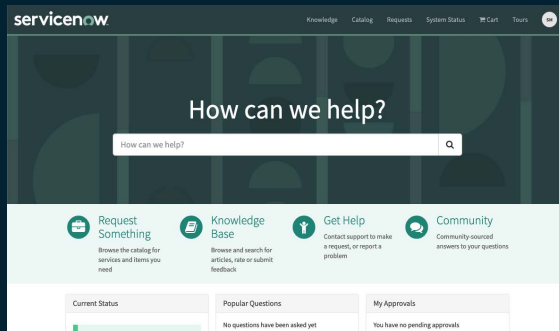
[New iPad Request](#)
PENDING[Accounting Tool Completion](#)
@ 12h ago[Time off request for System Administrator \(Waiting\)](#)

Achieve a premium portal experience with **ServiceNow Employee Center Pro**



Separate Department sites

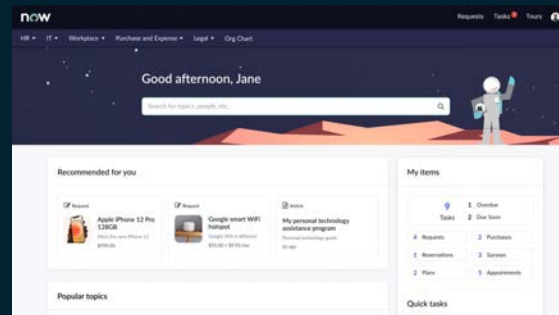
Fragmented and disjointed experiences



Service Portal

Enterprise Service Portal

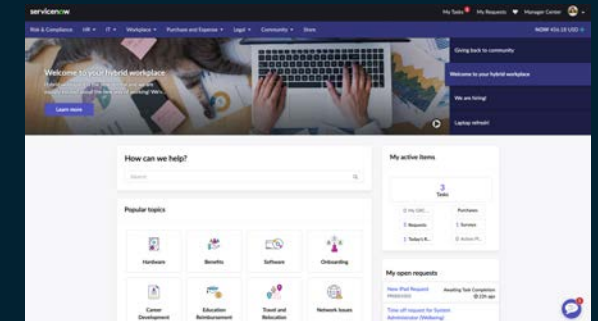
Seamless multi-departmental service delivery



Employee Center Standard

Employee Portal Pro

Digital HQ for proactive and personalized support, information, and communications



Employee Center Pro



Employee Center Pro is *the* best, unified portal experience ServiceNow offers.

Proactive and Personalized



A consolidated experience layer for services, communications, information, and other applications



Serve up proactive IT announcements, personalized recommendations, and corporate news



Enable different IT teams to provide guidance and context on topic pages to better deflect questions

Unified access



Consistent navigation



Personalized experiences



Connect to any system



Search across systems



Consolidated tasks & actions

Employee Center Pro is *the* best, unified portal experience ServiceNow offers.

Embark on your journey to a new User Experience

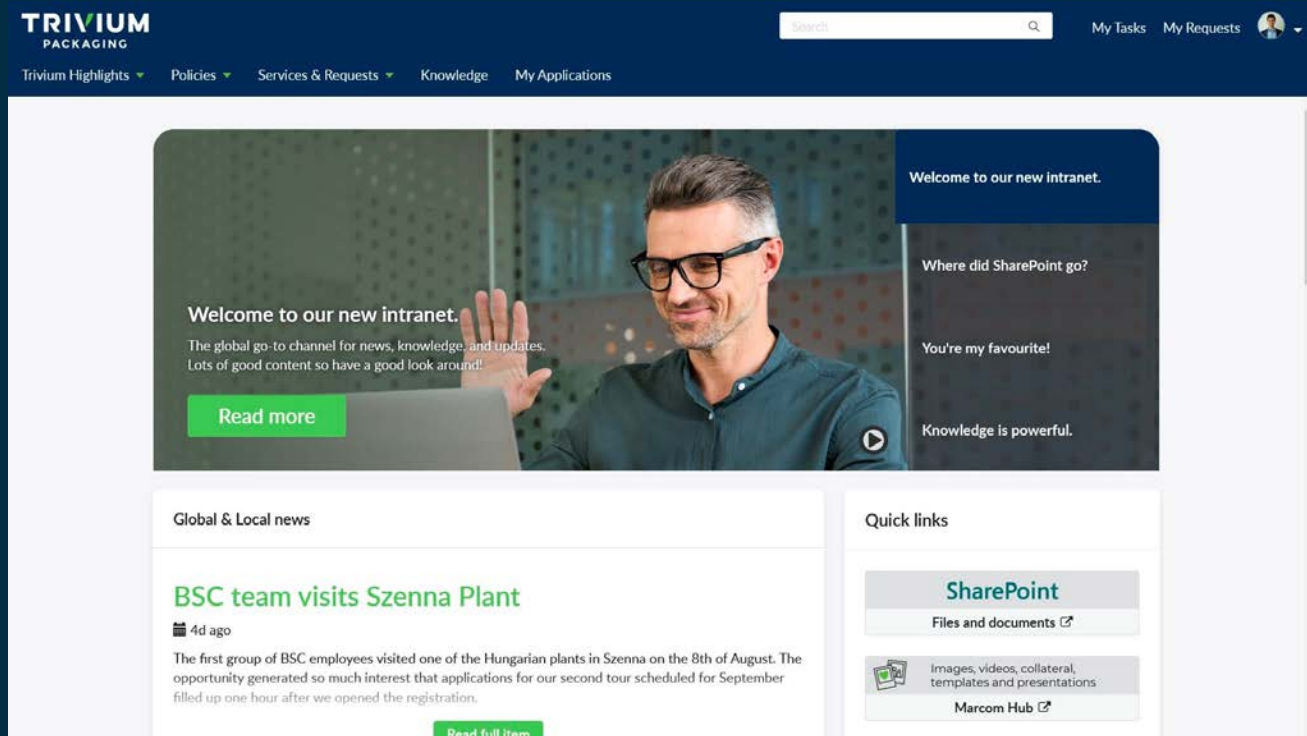
EC Pro Hands-On Workshops

- To be scheduled for 2024
- All workshops will be published here:
<https://your.servicenow.com/employee-experience-emeacentral>



Get in touch

- Lukas.renner@servicenow.com
- Soeren.schlicht@servicenow.com
- Today:
 - 15.00-16.45 Employee Center Pro
 - Roundtable HRSD Delivery



Premium portal experience powered by **Employee Center Pro**

Employees:
8K

Influencer:
IT

Use Case:
Needed a personalized, proactive portal with targeted content to drive relevant communications to different worker types.

And your
peers are
already
leading the
charge.



A photograph of two young women standing on a city street, smiling warmly at the camera. The woman on the left has long, wavy blonde hair and is wearing a dark jacket over a patterned scarf. The woman on the right has dark hair and is wearing a striped shirt under a grey and orange patterned shawl. In the background, a blurred city street with trees and buildings is visible. A hand is partially visible in the foreground on the left, reaching towards the camera.

servicenow.

Thank you

Migration

Technical Migration from Service Portal to EC Pro

1

Decide for
taxonomy

2

Decide for
portal
widgets

3

Setup App
Launcher
and EC install
script

4

Setup
Employee
Profile,
enable AI
Search and

5

Implement
required
changes to
Menu,
Branding,
Pages,
Widgets

After Go-Live, redirects can be setup to minimize disruption of URLs and Links

Embark on your journey to a new User Experience

EC Pro Hands-On Workshops

- To be scheduled for 2024
- All workshops will be published here:
<https://your.servicenow.com/employee-experience-emeacentral>



Get in touch

A photograph of two young women standing on a city street, smiling warmly at the camera. The woman on the left has long, wavy blonde hair and is wearing a dark jacket over a patterned scarf. The woman on the right has dark hair and is wearing a striped shirt under a grey and orange patterned shawl. In the background, a blurred city street with trees and buildings is visible. A hand is partially visible in the foreground on the left, reaching towards the camera.

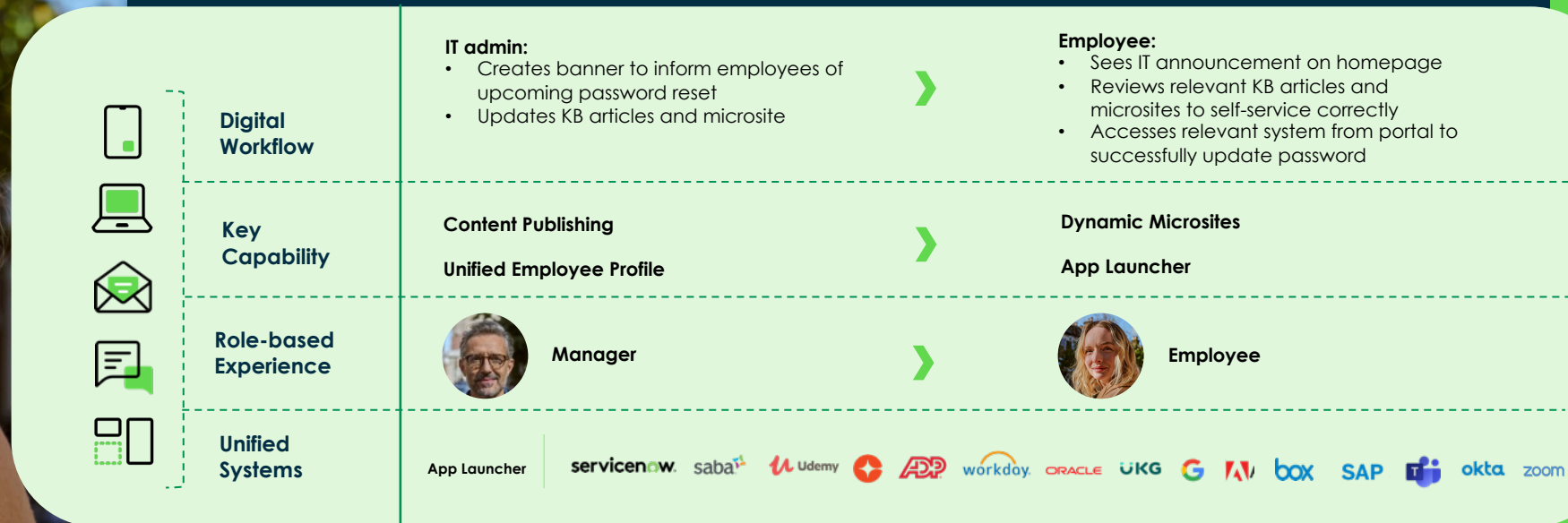
servicenow.

Thank you

Launching a new system

Use Case:

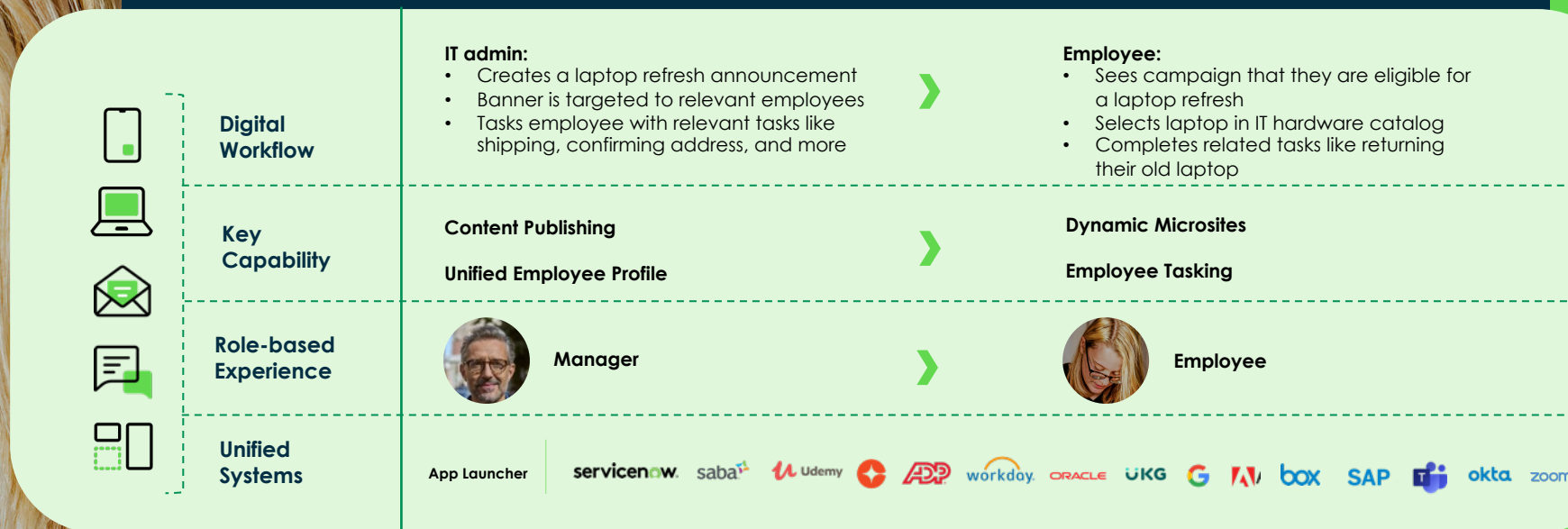
Proactively target employees to take action on important IT-related events and tasks like password reset



Laptop Upgrade

Use Case:

Enable employees to self-service common IT events like a laptop upgrade through targeted communications and tasks



Mobile Services

Use Case:

Enable your employees to easily request a mobile device if eligible and to self-service relevant information as needed



Digital Workflow

IT admin:

- Creates dynamic microsite specifically for the mobile hardware services group
- Leverages simple drag and drop editor to create the topic page



Employee:

- Searches for relevant KB articles and microsites to self-service correctly
- Finds the mobile services microsite
- Opens request from recommended service catalog



Key Capability

Content Publishing

Dynamic Microsite



Enterprise Search

Service Catalog



Role-based Experience



Manager



Employee



Unified Systems

App Launcher

servicenow.

saba

Udemy

ADP

workday.

ORACLE

UKG

G

box

SAP

okta

zoom

Demo Personas

Content User



David
Employee/
Manager



Emily
Employee

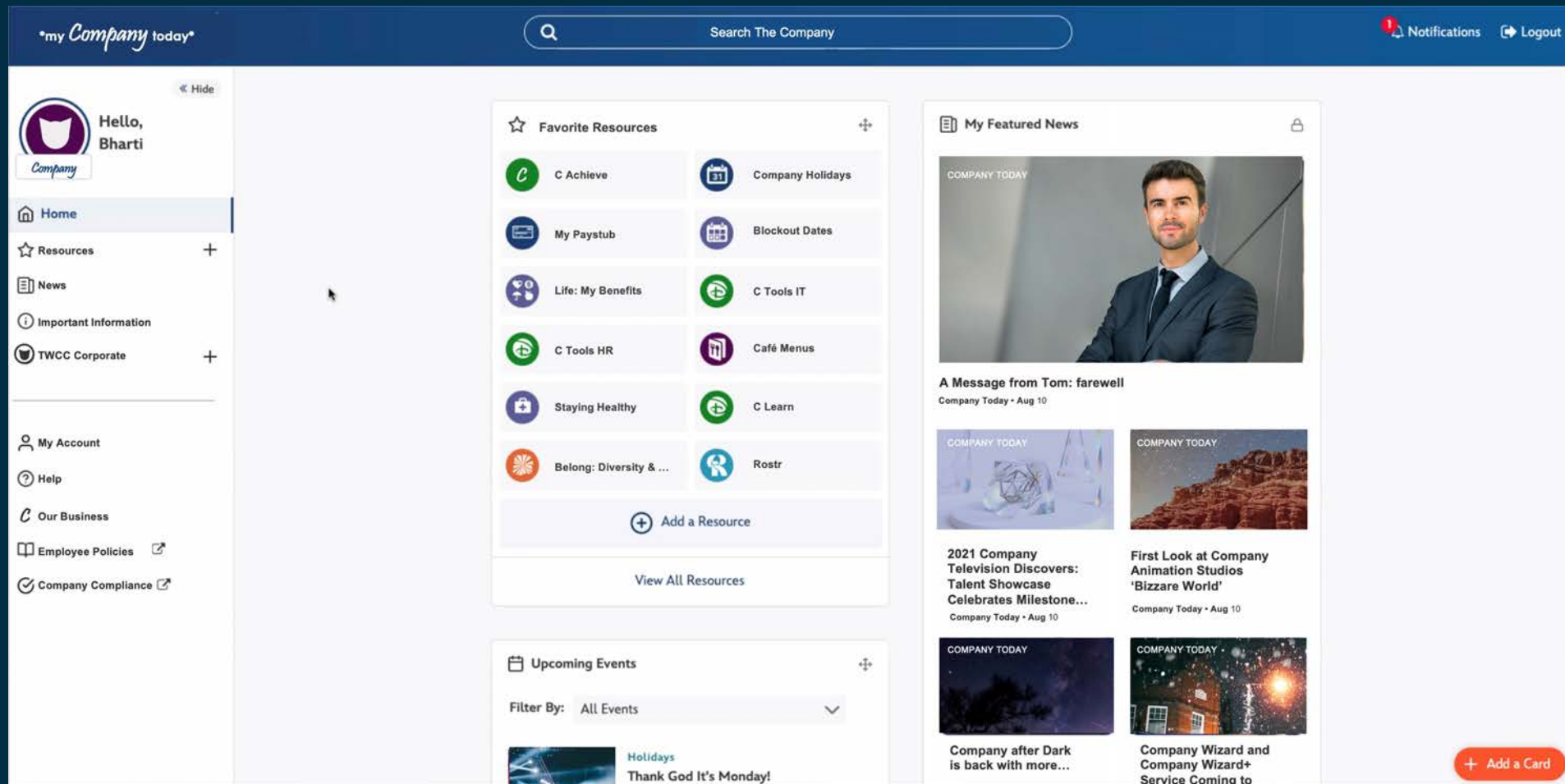
Content Creator



Sören Schlicht
Portal Admin

Customer Examples

Employee Center



Next Gen Portal for Global
Media & Entertainment
Company with 200K employees

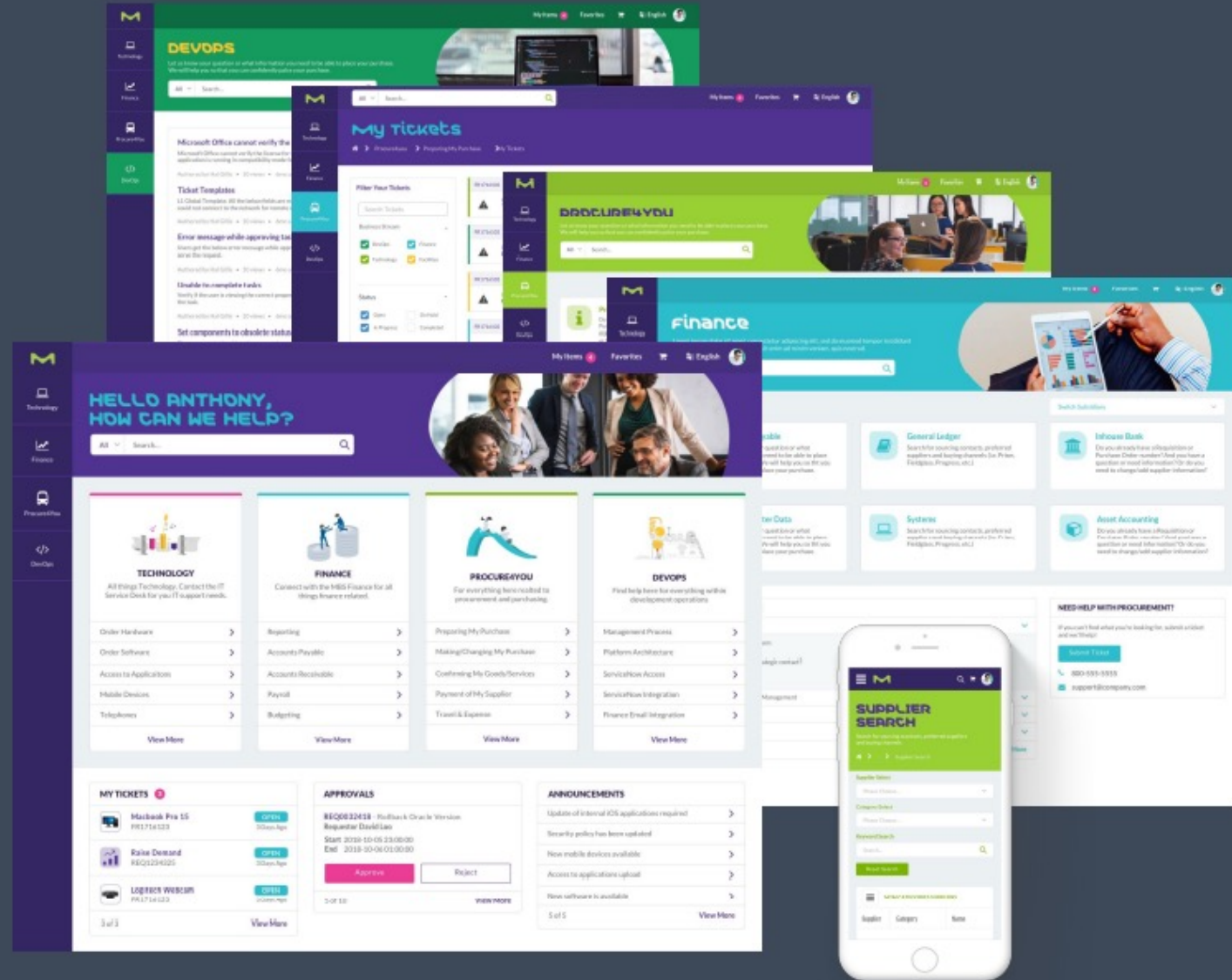
Designed themselves
& deployed by LTI.

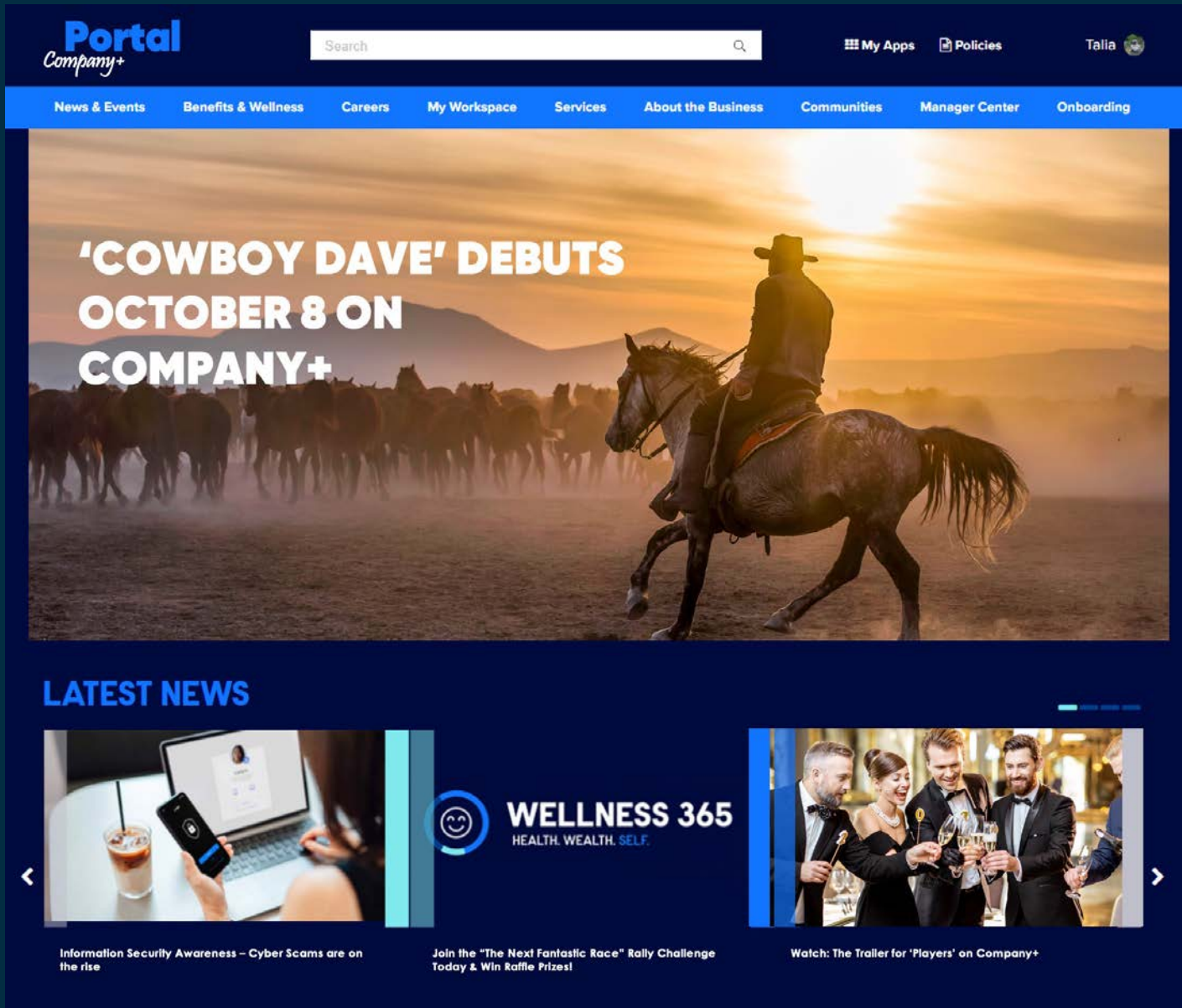


The Merck Group is a German multinational pharmaceutical, chemical and life sciences company headquartered in Darmstadt, with around 50,000 employees in around 70 countries.

FEATURES

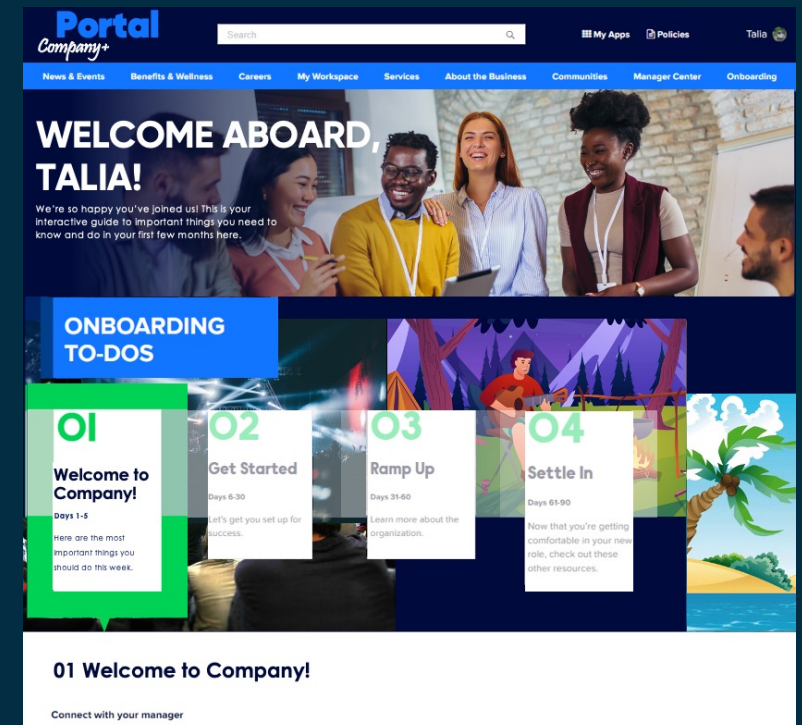
- Catalog item remediation
- Multiple business units (IT, Finance, Facilities, Legal)
- Home page templates

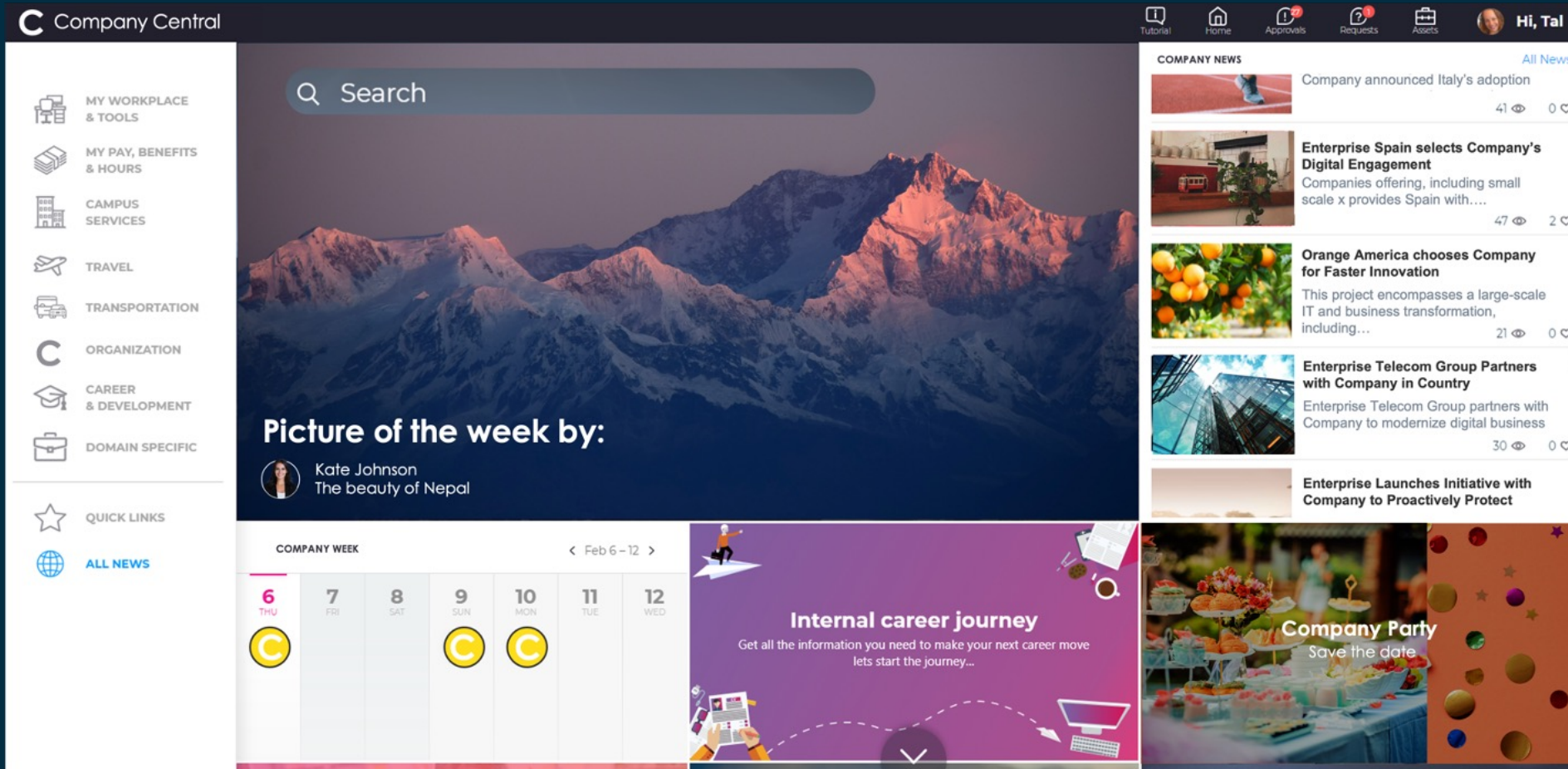




Next Gen Portal and New Hire Experience for Global Media Company.

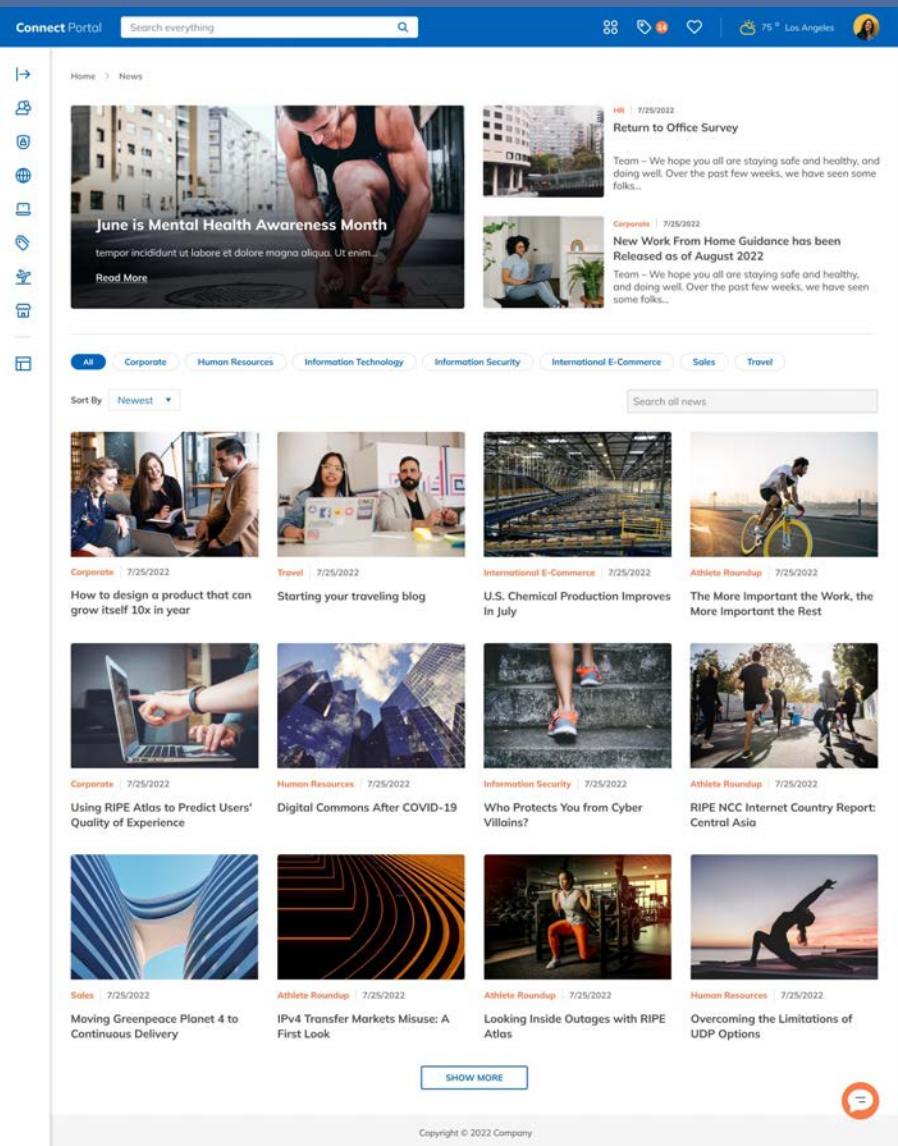
Designed by Logical Design Solutions
Deployed by Intellective



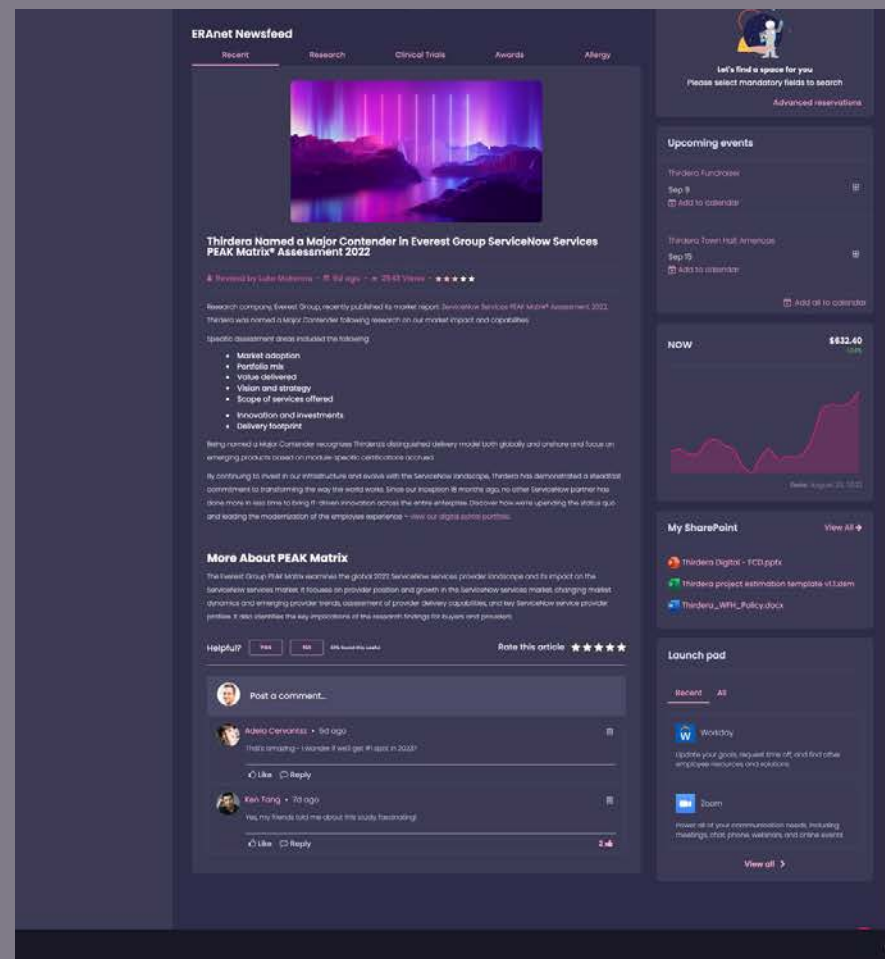
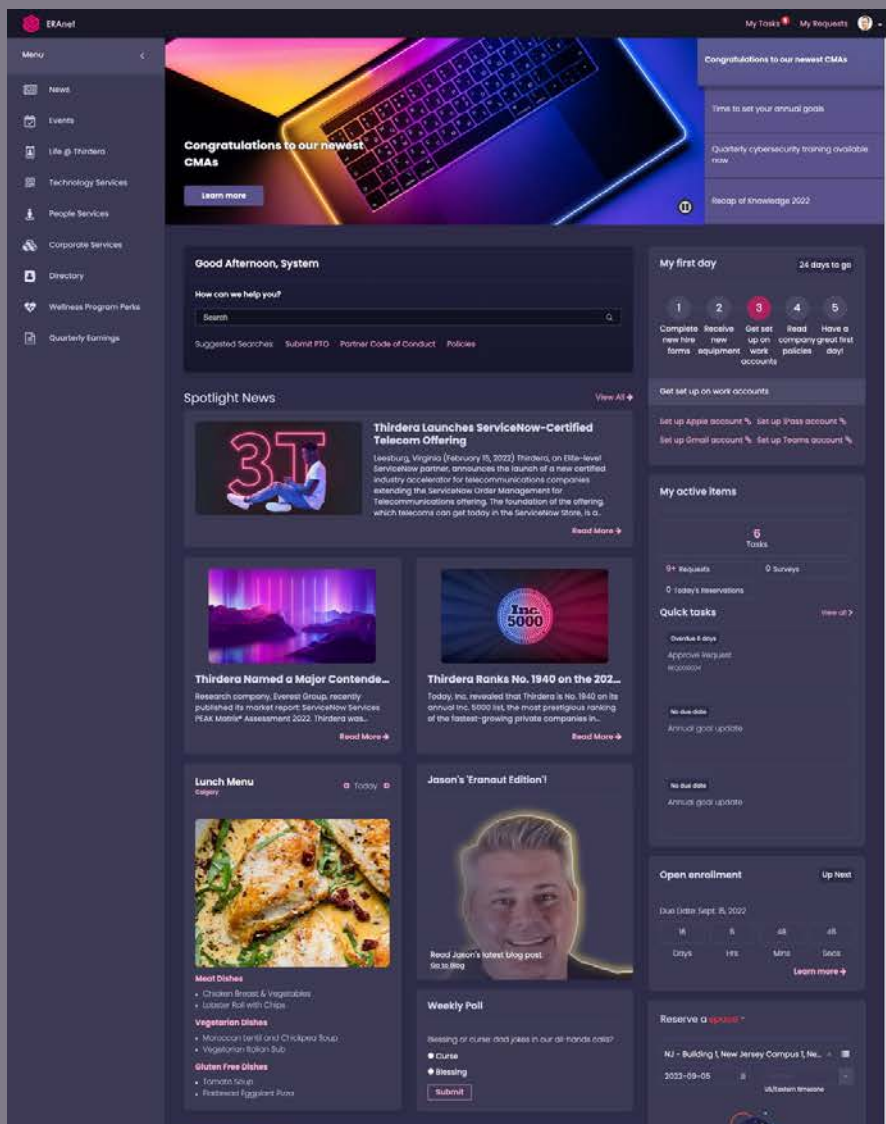


Next Gen Portal for Global Software Company

Designed
& deployed
by themselves.

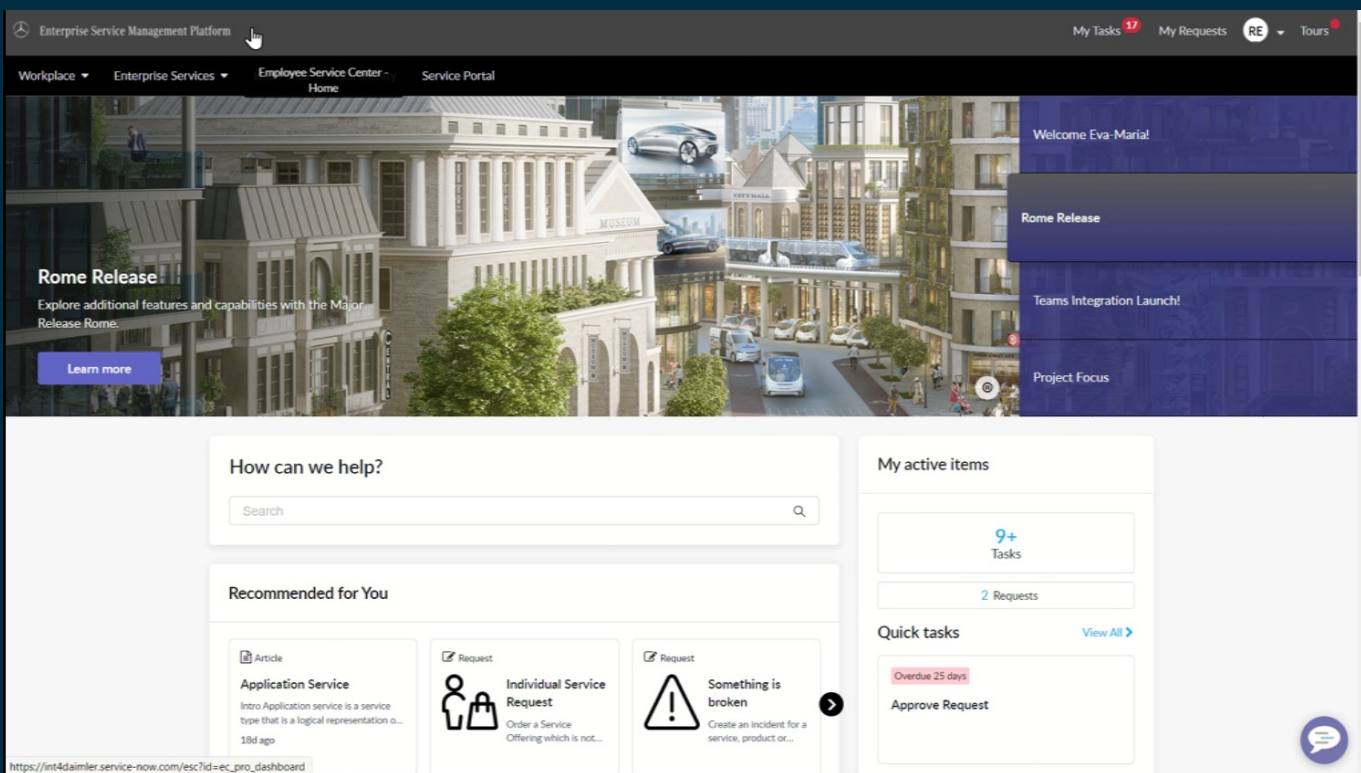


Designed
& deployed
by NewRocket



Next Gen Intranet for Thridera

Designed & deployed by Thridera

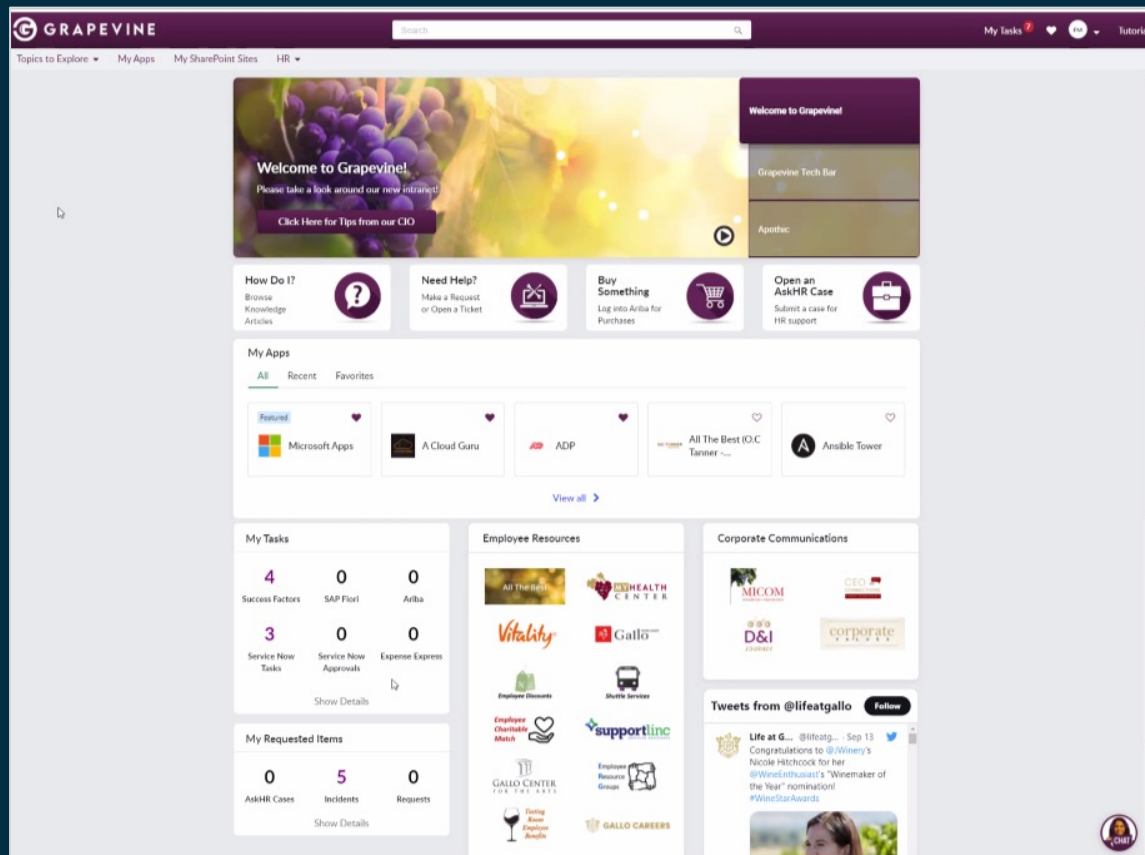


Premium portal experience powered by **Employee Center Pro**

Employees:
298K

Buyer:
HR and IT

Use Case:
Deployed EC Pro for ITSM and added HRSD afterwards.

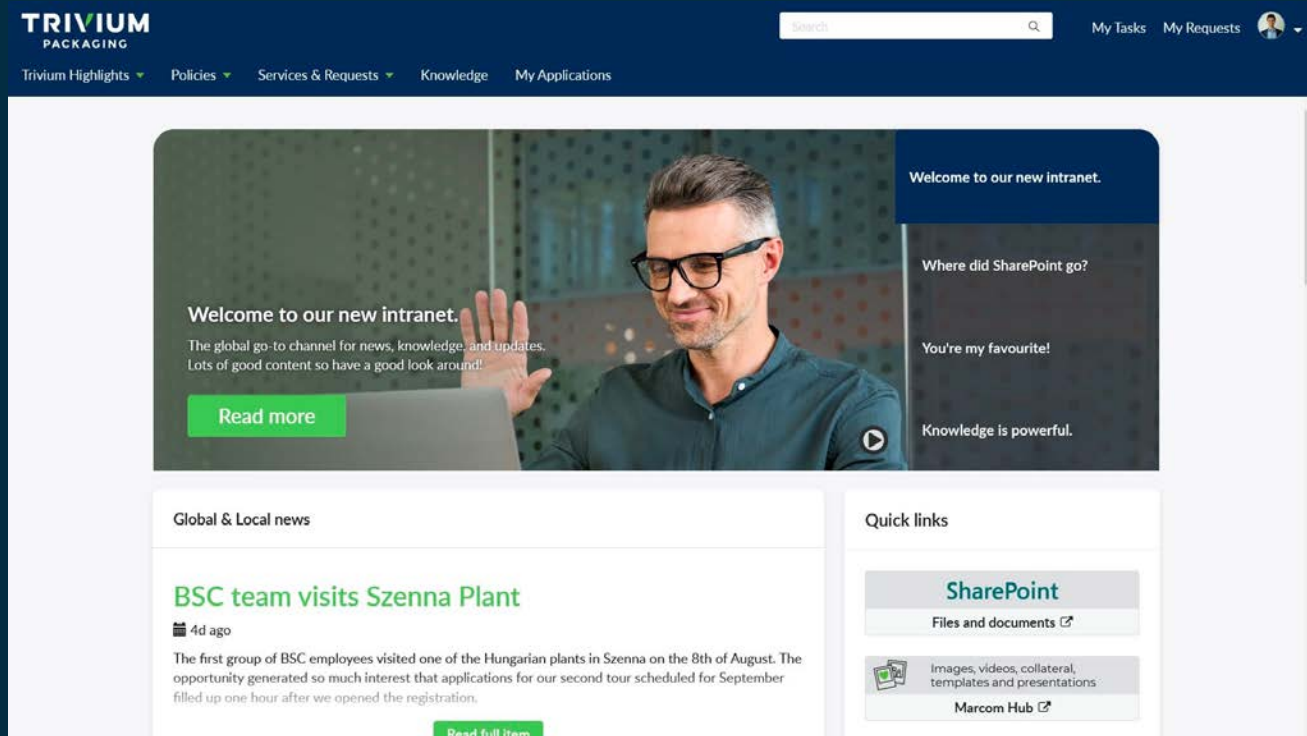


Premium portal experience powered by Employee Center Pro

Employees:
8K

Buyer:
IT

Use Case:
Replacing legacy intranet site which was
not personalized,, easy to navigate or
search across.



Premium portal experience powered by Employee Center Pro

Employees:
8K

Influencer:
IT

Use Case:
Needed a personalized, proactive portal
with targeted content to drive relevant
communications to different worker types.



servicenow®